Student Handbook Disclaimer

This Handbook contains information that is correct at the date of publication. Changes in legislation, regulations and Lexis Training circumstances after this date may impact on the accuracy and currency of the information included.

Lexis Training takes care to ensure that the information contained in this Handbook is accurate but reserves the right to vary information described in this publication without notice.

Information about Lexis Training and our course offerings is provided in this Handbook and should be read prior to enrolling in one of our courses.

This publication may not be reproduced by any process, electronic or otherwise without prior written permission from Lexis Training.

Any enquires relating to the information contained in this Handbook can be directed to: lttc@lexisenglish.com

©Copyright Lexis Training 2020
## Lexis Training Campus Directory

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane Campus</td>
<td>Level 6, 15 Adelaide Street, Brisbane Q 4000</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>Byron Bay Campus</td>
<td>16-20 Ruskin Street, Byron Bay NSW 2481</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>Sunshine Coast Campus</td>
<td>Level 6, 26 Duporth Avenue, Maroochydore Q 4558</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>Noosa Campus</td>
<td>6 Lanyana Way, Noosa Heads Q 4567</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>Perth Campus</td>
<td>23/27 Scarborough Beach Road, Scarborough WA 6019</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>Manly Campus</td>
<td>30-32 S Steyne, Manly NSW 2095</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
<tr>
<td>The Beauty House Academy</td>
<td>110 Sugar Road, Alexandra Headlands Q 4558</td>
<td><a href="mailto:lttc@lexisenglish.com">lttc@lexisenglish.com</a></td>
</tr>
</tbody>
</table>
Introduction
Lexis Asia Pty Ltd T/As Lexis Training forms part of the International Lexis Group that has provided language training to thousands of students from more than fifty countries. Lexis Training is a CRICOS Registered Training Organisation (RTO ID 41178 and CRICOS Provider No 03459G) and is regulated by the Australian Skills Quality Authority. Lexis Training complies with the standards of the VET Quality Framework, Standards for Registered Training Organisations (2015) and The Education Services for Overseas Students (ESOS) Act 2018 at all times.

At Lexis Training we provide students with an opportunity to study Vocational Education qualifications that are nationally recognised throughout Australia. We pride ourselves on offering quality training options to suit the English Language industry, as well as our suite of nationally recognised qualifications from a Certificate II to Diploma.

Students can choose from the following list of courses:

- SIT20316 Certificate II in Hospitality
- BSB30115 Certificate III in Business
- SHB30215 Certificate III in Make-Up
- BSB42618 Certificate IV in New Small Business
- SHB40115 Certificate IV in Beauty Therapy
- SHB50115 Diploma of Beauty Therapy
- BSB51918 Diploma of Leadership and Management
- BSB51415 Diploma of Project Management
- BSB50215 Diploma of Business

Our mission is simple: to give you the tools you need to achieve your goals in the industry of your choice.

MISSION STATEMENT
Lexis Training is committed to providing quality training that is professional and that offers education opportunities that are accessible, flexible and equitable. We offer skills based training that provides pathways for our students to gain employment and advance in their careers.

Our Values
Student Centricity
Our students are at the core of everything that we do at Lexis Training, and we pride ourselves on actively listening to their career needs and aspirations and we also act in their best interest.

Integrity
We are open and honest about every element of our courses and the student experience. We value strength of character, honesty and courage as guided by our Code of Conduct.

Adaptive
We embrace that the world of education is ever changing, and we continually seek new and innovative ways to serve our students.

Passionate
We are passionate about education and are committed to providing lifelong learning.

Quality
We believe in providing engaging and relevant training that is delivered by respected industry professionals that are supportive and aspire to offer our students the best possible student experience with Lexis Training.
Legislation

As an RTO, Lexis Training is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes: The Standards for Registered Training Organisations (RTOs) 2015 and National Vocational Education and Training Regulator Act 2011. Additionally, Lexis Training abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti - discrimination
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Lexis Training is dedicated to following the provisions in the VET Quality Framework. More information regarding these regulations and legal frameworks please visit:

- www.comlaw.gov.au - the Australian Government website for Commonwealth Law
- www.asqa.gov.au - regulator for Australia’s vocational education and training industry (VET)

Relevant Organisational Policies

The following Policies and Procedures underpin Lexis Training operations:

- Appeals Policy
- Marketing Policy
- Data Collection Policy
- Privacy Policy
- Records Management Policy
- Student Conduct Policy (Student Code of Conduct)
- Assessments Policy
- Credit Transfer Policy
- RPL Policy
- Grievance Policy
- Cancellation and Refund Policy
- Student Progression Policy
- Workplace Health and Safety Policy, (including bullying and harassment)

Lexis Training strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

To view a full copy of any of the above policies please email your request to lttc@lexisenglish.com.
PRIVACY POLICY

Lexis Training respects your right to privacy. It is our policy, in accordance with the Privacy Act, to protect any of your personal information that we collect or retain, and to use it for legitimate business purposes only.

Types of Information Held

The personal information we collect, and hold depends on our relationship with you and we collect personal information from you only if it is reasonable and practical to do so. Types of information collected may include, but is not limited to such things as: your name, address, date of birth, telephone contact details, e-mail contact details, educational qualifications, occupation, nationality, country of birth, languages spoken, proposed education pathway, academic progress reports, incident reports, class attendance details.

While you generally do not have an obligation to provide any information to us, if you choose to withhold information that has been requested, Lexis Training may not be able to provide the services that depend on the collection of such information.

Use, Security and Disclosure of Personal Information

Personal information is used primarily for the purpose for which it was collected - to enable us to transact our business activities, to provide you with the services you require, or to provide you with information about our organisation.

Lexis Training takes appropriate measures to ensure that personal information is securely stored and protected from unauthorised use, disclosure, loss or alteration and that it is only accessed by authorised personnel who require the information for the performance of their duties.

Personal information may be disclosed to third parties, such as Australian Commonwealth and State agencies and various other organisations as required by law.

It is our policy to destroy or de-identify personal information when it is no longer required.

Accuracy of Personal Information

We take reasonable steps to ensure that the personal information we collect, use and disclose, is accurate and up-to-date. To assist us in this process, we recommend that you advise Lexis Training of any change in your residential address, phone number, or other necessary personal information as soon as practicable. Student visa holders are required to notify Lexis Training immediately of any changes to their contact information.

Access to Personal Information

Should you require access to your personal information, or have any concerns or questions relating to how this information is stored or managed, please contact the appropriate Lexis Training campus. Please be aware that in some instances, access may be denied for legal purposes. We reserve the right to charge a fee for the provision of your personal information.

WORK HEALTH & SAFETY POLICY

This policy applies to all staff, students, and visitors of Lexis Training campuses. Lexis Training is dedicated to ensuring a safe and healthy work and learning environment. This includes a commitment to regular WH & S consultation with staff to provide exemplary WH & S management. Where relevant the policy should be read in conjunction with the Critical Incident Policy.

This policy is in accordance with the relevant legislation:

LT VET Student Handbook V5.0320
• Work Health and Safety Act 2011
• Work Health and Safety Regulations 2011

For you and our visitors it is both your responsibility to:
• Take reasonable care to ensure a healthy and safe working environment for yourself and those around you
• Comply with safe learning procedures
• Report any conditions you deem as unsafe or unhealthy by completing the WH&S Incident Form and handing it to the General Manager

ANTI DISCRIMINATION AND HARASSMENT PREVENTION POLICY

A Harassment-Free Environment
It is the policy of Lexis Training to ensure that all employees and participants are entitled to work in an environment free from harassment. As an employer, Lexis Training has the responsibility to provide a work environment which supports the productivity, personal goals, and self-esteem of every employee and participant.

Lexis Training will not tolerate behaviour in the workplace that is likely to undermine work relationships or productivity, or create an intimidating, hostile environment.

Harassment based on sex, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, or sexual orientation are all considered discrimination and prohibited under legislation.

What is Harassment?
Harassment is any conduct, comment, gesture, or contact based on any of the prohibited grounds of discrimination that is likely to cause offence or humiliation to any person, or that might, on reasonable grounds, be perceived as placing a condition on employment or any opportunity for training or promotion.

Sexual harassment is unwelcome conduct of a sexual nature that has a negative effect on where you work, rent, or receive services. Sexual harassment can be verbal, physical, or by innuendo. “Unwelcome” attention includes any attention that a reasonable person would know is unwanted or unwelcome.

Harassment is a Serious Issue
Harassment by/of a Lexis Training employee or student is a serious offence, subject to disciplinary action up to and including discharge, and will be treated accordingly by management.

To intentionally accuse someone of harassment, knowing it to be false, is a serious matter. If, following an investigation, an accusation of harassment is found to be intentionally false, then the false accusation will be considered harassment. The rights of a person accused of harassment must also be protected.

Complaint Guidelines
Employees or students who believe they are being harassed should take the following steps to stop the harassment but may directly contact the Campus Manager or The General Manager at any time:

1. Make your disapproval and/or unease known to the harasser immediately.
2. Keep a written record of dates, times, places, the nature of the behaviour, and witnesses, if any.
3. If the harassment does not stop after you have spoken to the Campus Manager, you will have one or more of the following options:

- To request a member of management to speak informally with the Respondent
- To request a member of management to promptly begin an informal investigation into the complaint
- To request a formal investigation by an expert external to Lexis Training
- To file a complaint with the appropriate authorities (You will be told of all individuals who will be involved in the investigation process)

4. In all circumstances, an individual accused of harassment (Respondent) must be provided with the opportunity to fully explain themselves and to have those explanations properly considered.

5. The informal investigation will conclude with a resolution of the complaint through either a mutually acceptable resolution or disciplinary action up to and including discharge.

6. If you are not satisfied with the informal procedure, you can present the Lexis Training General Manager with a signed written complaint including names, dates, times, places, accounts of unwelcome behaviour, and the names of any possible witnesses to the harassment.

7. You may file a complaint with the Human Rights Statutory Commission at any time within one year of the last incident of harassment.

**CODE OF PRACTICE**

Lexis Training is committed to delivering quality training and understands the importance of recognising industry needs and incorporating industry best practices into all facets of the organisation, in order to continually improve its products and services.

Our Code of Practice serves to formally outline our dedication to meeting our registration requirements as an RTO and ensuring that all students, staff and key industry stakeholders have a positive and productive experience with Lexis Training and that the opportunity to improve and value add through the investment in learning is a mutually beneficial process.

**Lexis Training Code of Practice**

- Lexis Training will comply with all relevant RTO registration, legislation and codes of practice
- Lexis Training will ensure that the health and safety of its staff and students are a priority and that all reasonable measures are taken to reduce the risk of potential hazards in its working and training environments
- Lexis Training has defined strategies, procedures and measures in place to ensure that we deliver training and assessment services that are of high quality and that meet the requirements of the relevant National Training Packages and VET accredited courses on scope
- Lexis Training strives to promote a working and training environment that is dedicated to continuous improvement and through the feedback from students, clients, industry and staff, endeavours to implement suggested improvements into its programs and procedures
- Lexis Training ensures that all of their training and assessing staff hold the appropriate qualifications and experience to deliver the training and assessment services offered and encourages the continual expansion of their knowledge and skills through the maintenance of industry currency and a focus on professional development
Lexis Training provides adequate and effective facilities, equipment and training and assessment materials to maximise the learning outcomes of the student. Training and Assessment strategies developed by Lexis Training abide by the national Principles of Assessment and Rules of Evidence.

Lexis Training acknowledges its obligation to recognise AQF and VET qualifications and statements of attainment issued by any other RTO (Credit Transfer).

Lexis Training is committed to creating an inclusive learning environment and has in place appropriate strategies, policies and procedures to adhere to the principles of access and equity for all its students, clients and employees. Through these strategies, Lexis Training ensures it is responsive and flexible to individual needs i.e. language, literacy, numeracy, cultural and accessibility requirements.

Lexis Training’s Enrolment Form clearly outlines all fees and charges and is made available to potential students and clients prior to any formal enrolment. This form also defines Lexis Training’s Refund and Cancellation policy. Any other course documentation distributed (course brochures, course outlines, student handbook, policies etc.) provide clear, consistent and accurate information about the training, assessment and services to be provided by Lexis Training.

Lexis Training’s senior management takes an inclusive and consultative approach to its decision making processes and has in place sound strategies and policies surrounding financial and administrative management practices. These strategies aid Lexis Training in meeting high standards of client and training services and protect the accuracy, integrity and security of student records and the timely access to these on request.

Lexis Training recognises its obligation to maintain and honour this Code of Practice and all other policies and guarantees as outlined. Lexis Training also understands its obligation to cooperate and participate in monitoring and auditing processes and any associated provision of data, information or documentation, as set out in the Data Provision Requirements 2012 or as required by the National VET Regulator or other relevant governing bodies.

**Unique Student Identifier (USI)**

A USI is required by all students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Lexis Training cannot issue Qualifications or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. During your orientation session on your first day you will be given an opportunity to complete your USI paperwork if you don’t already hold one, if you already have a USI but don’t know what it is you can look it up via https://www.usi.gov.au/.

**Student Support Plan**

As part of the overall enrolment process, Lexis Training will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity at the time of enrolment for you to complete a Language, Literacy and Numeracy (LLN) indicator test which will identify any areas in which additional support may be required. Your support plan can also be adjusted throughout your studies if you experience any unforeseen circumstances that may impact your study progression.
Access and Equity

Lexis Training will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Lexis Training prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Lexis Training will work to ensure all students have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements, and LLN support where appropriate. It is the responsibility of all our Lexis Training staff to uphold our commitment to all Access and Equity principles.

Lexis Training acknowledges and complies with relevant State, Territory and Commonwealth legislation relating to workplace harassment, racial vilification, bullying, discrimination, equal opportunity and work health and safety. The list below is a sample of the legislation that should be considered in junction with this policy:

- Racial Discrimination Act 1975 (Clth)
- Human Rights and Equal Opportunity Commission Act 1986 (Clth)
- Disability Discrimination Act 1992 (Clth)
- Age Discrimination Act 2004 (Clth)
- Sex Discrimination Act 1984 (Clth)
- Anti-Discrimination Act 1991 (Qld)
- Anti-Discrimination Act 1977 (NSW)
- Equal Opportunity Act 1984 (WA)
- Vocational Education, Training and Employment Act 2000 (Qld)

Development of training and assessment strategies and supporting policies and procedures, involves the application of reasonable adjustments to accommodate the needs of people with a disability and those from a diverse range of cultural and linguistic backgrounds.

Language, Literacy and Numeracy

Lexis Training determines the support needs of students based on our pre entry LLN assessment test and will provide access to the educational and support services necessary for the student to meet the requirements of the qualification that a student is enrolled in.

Please note: Lexis Training does not have assistive technology support (e.g. for hearing or vision impaired). This support will need to be arranged and paid for by the student and confirmed with Lexis Training prior to enrolment to ensure the student is able to successfully complete their training.
ENROLMENT INFORMATION

Enquiries about the training that Lexis Training offers can be made in person, via email or over the phone. All available courses and scheduled training dates are listed on the Lexis Training website.

Once Lexis Training is aware of the preferred course and training dates, we will send an Enrolment Form. Lexis Training will send a copy of the VET Student Handbook, Fee Schedule and the appropriate course outlines with the enrolment offer documentation. These documents provide important information regarding policies and procedures and an in-depth description about the course.

The Enrolment Form contains, as a minimum, the following information:

- The course(s) in which the Student is to be enrolled and any conditions of enrolment
- The course(s) costs including enrolment fee
- Payment terms including the timing and amount of fees to be paid and any non-refundable deposit
- Information in relation to the refund of monies paid for the course(s) and information relating to the documented Refund and Cancellation Policy
- The nature of the guarantee given by Lexis Training to complete the training and assessment once the participant has commenced their study

The signed declaration included on the Enrolment Form indicates that you agree with the following:

- The information provided by you is complete and correct
- To be bound by Lexis Training’s rules and regulations
- You have read and understood the information provided and agree to the conditions of enrolment

Acceptance into a course of study with Lexis Training is confirmed when a completed and signed Enrolment Form, along with the appropriate payment, is submitted to Lexis Training. Upon receipt of this, Lexis Training will issue confirmation of enrolment, along with a tax invoice and/or receipt for payment.

RECOGNITION PROCESS (RPL)

The Recognition Process (RPL) is designed to eliminate the burden of unnecessary work and facilitate an individual’s progression through a qualification by recognising outcomes already achieved through other means of learning.

Lexis Training understands and acknowledges that, through a variety of work and life experiences, as well as formal and informal training, individuals may already possess the required skills and knowledge equivalent to the learning outcomes required in the units of competency within a qualification.

This is done through the process known as Recognition of Prior Learning (RPL).

On review of your chosen qualification, should you believe you may possess any of the prescribed competencies; an application for Recognition (RPL) can be completed. This application must be supported by sufficient evidence in order to be considered and assessed. Evidence supplied should be authentic, valid, current and accurate.

If your application includes the submission of certificates, academic transcripts and/or records of results, certified copies must be provided, or original documents must be sighted by a Lexis Training assessor.
Uncertified copies or un-sighted originals of Qualifications or Statements of Attainment will not be accepted as evidence.

All applications for RPL will be assessed based on the principles of fairness, flexibility, reliability and validity and to the same standard as other assessment for the applicable qualification.

If you wish to pursue the RPL process, we encouraged you to discuss this with our Lexis marketing team prior to enrolment.

All applications must be processed prior to the commencement of your chosen course.

**CREDIT TRANSFER**

Lexis Training is obliged to recognise VET qualifications and Statements of Attainment issued by any other RTO. If you have previously completed a unit(s) of competency from within the course you wish to enrol in, you may apply for a credit transfer.

Upon enrolling, you should contact our marketing team to discuss and provide certified copies of any applicable certificates or statements of attainment. The relevant trainer/assessor will review the evidence provided and you will be notified of the outcome in writing via email.

Please note that unit(s) of competency code must match identically, the unit(s) of competency that you are applying for credit for under the current endorsed Training Package or accredited course or be listed as ‘equivalent’ in the National Register (training.gov.au).

**Student Record Management**

Your records are kept securely and in confidence in electronic and hard copy form on Lexis Training network. Our database server is backed up daily and all hard copy records are kept in secure, lockable storage facilities.

You may, at any time, make a request for access to your records. You can arrange to view your personal records on campus or can make a request for copies to be emailed or sent via post. All requests must be made in writing by completing the Student Records Request Form. You can get a copy of this form by contacting the relevant Lexis Training campus or by emailing: LTTC@lexisenglish.com.

A minimum of ten (10) working days should be allowed for processing. Please note there is no cost to view records on campus, however a fee of $20.00 will apply if printed or emailed copies are required.

In the instance that a fee applies, payment should accompany the Student Records Request Form.

Please note that before Lexis Training can provide you with access to your personal information or records, proof of identity will be required.

To assist Lexis Training in maintaining up to date and accurate records, you are required to advise us of any change in your residential address, phone number, or other necessary personal information as soon as practicable.

You can authorise for other parties to view or update your records by giving your consent in writing.
## Administrative Fee Schedule

Below is our current 2020 Administrative Fee Schedule.

<table>
<thead>
<tr>
<th>Fee</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration fee</td>
<td>$250.00</td>
<td>Non-refundable registration fee inclusive of course payments made in full.</td>
</tr>
<tr>
<td>Cancellation fee</td>
<td>20%</td>
<td>Applied to total tuition fees paid to date (as outlined in Refund and Cancellation Policy).</td>
</tr>
<tr>
<td>Certificate re-issue fee</td>
<td>$50.00</td>
<td>Request for re-issue of a Testamur or Statement of Attainment.</td>
</tr>
<tr>
<td>Transcript re-issue fee</td>
<td>$35.00</td>
<td>Request for re-issue of transcript/record of results.</td>
</tr>
<tr>
<td>Student documentation request</td>
<td>$20.00</td>
<td>Request for documentation with Student authority.</td>
</tr>
<tr>
<td>Business course resubmission fee</td>
<td>$50.00 per assessment</td>
<td>Students will be charged this fee for the second and any subsequent resubmissions. That is, the student is eligible for one free resubmission after the initial submission.</td>
</tr>
<tr>
<td>Beauty course resubmission fee</td>
<td>$80.00 per assessment</td>
<td>Students will be charged this fee for the second and any subsequent resubmissions. That is, the student is eligible for one free resubmission after the initial submission.</td>
</tr>
<tr>
<td>Unit re-enrolment fee</td>
<td>$280.00</td>
<td>Unit from a Certificate II, III, IV and Diploma qualifications.</td>
</tr>
<tr>
<td>Course re-enrolment fee</td>
<td>Fee course fee applicable</td>
<td>Fee charged should a student be required to re-enroll into the full course again.</td>
</tr>
<tr>
<td>Course materials printing fee</td>
<td>$10.00 per item</td>
<td>Fee charged for each item of course materials (e.g. Workbook, Activities booklet etc.) that must be re-printed due to loss and any request to print electronic materials.</td>
</tr>
<tr>
<td>RPL assessment fee</td>
<td>$750 per qualification</td>
<td>Non-refundable assessment fee for Recognition of Prior Learning applications.</td>
</tr>
<tr>
<td>Credit Transfer fee</td>
<td>No Cost</td>
<td>Applies only to previously studied Units of Competency with a nationally recognised qualification in Australia.</td>
</tr>
<tr>
<td>Certificate III in Make-Up resource pack</td>
<td>$380.00</td>
<td>Required to undertake lessons.</td>
</tr>
<tr>
<td>Certificate IV in Beauty Therapy resource pack</td>
<td>$1,030.00</td>
<td>Required to undertake lessons.</td>
</tr>
<tr>
<td>Diploma of Beauty Therapy resource pack</td>
<td>$1,140.00</td>
<td>Required to undertake lessons.</td>
</tr>
</tbody>
</table>

*Lexis Training reserves the right to make changes to the Fee Schedule from time to time without notice.

## Fee Protection

Lexis Training does not collect more than $1,500 in advance from any student. Students are responsible for keeping a copy of their written agreement issued by Lexis Training and receipts of any tuition fees or non-tuition fees.
REFUNDS AND CANCELLATIONS

1. Any request for cancellation or refund must be made in writing.

2. If you are not granted a visa, all fees except the admission fee, will be refunded within 4 weeks of Lexis Training receiving written notification of the visa refusal.

3. If a request for cancellation is received ten (10) working days or more prior to the course commencement date, you have the option to re-enrol into an alternative course date or receive a refund of the total of course fees paid to date, less the non-refundable admission fee.

4. If you opt to re-enrol into an alternative course date, then later cancel that course, prior to the new commencement date, the cancellation policy will apply from the original course commencement date, not the deferred commencement date.

5. If a request for cancellation is received less than ten (10) working days prior to the course commencement date, you are entitled to receive a refund of the total of course fees paid to date; less the non-refundable admission fee and a cancellation fee of 20% of the total tuition fees paid to date.

6. If you withdraw from a course after the commencement date and before completion, no refund will be given.

7. Where Lexis Training does not offer an advertised course or withdraw the delivery of a course prior to its completion, you will be offered within two (2) weeks, a refund of the total fees paid to date, less the non-refundable admission fee. Alternatively, you may be offered a suitable alternative course at no additional cost. You have the right to choose a refund or the offer of placement in another course. Acceptance of any offer must be confirmed within thirty (30) days of the offer being made.

8. Any refunds payable under this policy (with the exception of those payable under Clause 7) will be made within four (4) weeks of receiving the written request.

9. Lexis Training may make reasonable variations to the delivery of courses e.g.: course times, classrooms. Students will be provided with reasonable advanced notice should this occur and will have the opportunity to access the internal complaints and appeals process should they feel disadvantaged by any such variation.

10. In all cases of suspension and/or expulsion due to non-compliance with the Participant Code of Conduct, no refund of monies paid to Lexis Training will be made unless required by law.

These regulations may be waived only in exceptional circumstances by the Executive Management of Lexis Training at their absolute discretion.
TRANSFER POLICY

Students who have not yet completed 6 months of their principal course may apply to the VET Manager for an early release from their current study program. The application must be 4 weeks in advance and in writing and include a copy of the offer letter for the next course of study the student wishes to enrol for. Students should refer to the refund and cancellation policy regarding cancellation of your studies.

An early release will be granted if:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider’s intervention strategy to assist the student in accordance with Standard 8 (overseas student visa requirements) – in this case the student will still be reported via PRISMS for poor progress
- if there is documented evidence of compassionate or compelling circumstances where remaining enrolled in the course would be unfavourable for the student
- Lexis Training as a registered provider fails to deliver the course as outlined in the written agreement
- there is supporting evidence that the overseas student’s reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the Lexis Training as a registered provider or an education or migration agent regarding Lexis Training or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

- The student will be advised in writing within 7 days if the application is approved
- On approval of release for Student Visa Holders – the Registrar will advise the Department of Home Affairs of the early release via PRISMS
- The student will be informed of the need to contact the Department of Home Affairs to seek advice on their visa status
- The student will leave on their nominated date and receive their Statement of Attainment detailing completed units of study and Attendance Certificate
- Students will not be granted a release for transfer to another provider without:
  - a written application requesting the early release
  - a signed understanding that the refund policy will be activated
  - a valid letter of offer from the receiving registered provider offering a CRICOS registered course
  - where Lexis Training believes that the early release is not in the best interest of the student as listed in the above circumstances

STUDENT CODE OF CONDUCT

Your enrolment and attendance in a course provided by Lexis Training, acknowledges an agreement to adhere to the terms and conditions of conduct identified below and consents that decisions relating to serious or persistent non-compliance with the Student Code of Conduct throughout your training will be at the discretion of Lexis Training Executive Management.

Attendance

Due to the intensive nature of all Lexis Training courses, it is necessary for students to attend all training sessions. If a Student is unable to attend a training session for a particular reason, they must notify the relevant Lexis Training campus staff and their trainer as soon as practical so that appropriate alternative arrangements can be made.
All classes are organised to follow a specific timeframe. Should a Student be delayed for their scheduled training session for any reason, it is expected that they call to advise Lexis Training prior to the class commencing. Notifying the staff/trainer ahead of time helps to minimise any potential disruption to the class and other Students.

Progress policy
Lexis Training monitors student progress on PRISMS (Provider Registration and International Students Management System). The progress of students is based on successful completion of your course assessments. You must successfully complete all Units of Competency within your chosen course to gain your qualification. In the case that you do not achieve competency in all of the units within the allocated timeframe you will be provided with a Statement of Attainment, listing the units you did complete successfully.

- In order to monitor progress, teachers regularly report all assessment tasks and the results on each student which allows Lexis Training to monitor each students progression status
- A Students’ academic performance is monitored on a per unit of competency basis

If any student is identified as being at risk of failing to demonstrate satisfactory course progress, the student will be reported to the VET Coordinator who will meet with the student and their trainer/assessor, to identify problem areas and develop an intervention strategy and student support plan to resolve the situation. The trainer/assessor must provide documentary evidence of academic risk which could include the following:

- Attendance Records
- Samples of Work
- Written Reports

Each course timetable is structured in a manner that should prevent students from falling behind. Consolidation and group tutoring sessions are made available to students to assist them with revision, finalisation of assessment, re-submission and completion of units of competency prior to moving on to the next unit of competency.

If the student continues to fall behind despite being offered support and assistance and gets to the point that they have failed to successfully complete 2 or more units of competency, a formal intervention strategy will be implemented. The student will receive a formal warning of unsatisfactory progress letter (letter 1) and a student support plan will be implemented.

If the student continues to show poor progress and 2 or more units of competency remain Not Yet Competent despite being allocated the necessary time to complete the required assessments, the student will receive a ‘show cause’ letter (letter 2).

Formal Intervention Strategies may include the following:
- The student will be counselled by the VET Operations Coordinator to identify any personal issues affecting course progress
- The student may be given a Student Support Plan in negotiation with the trainer with additional set tasks which may include:
  - Additional hours of study
  - Additional homework
  - The student may be offered 1:1 tutor sessions

A written report will be kept of the procedures undertaken with the student and their outcomes.

- Progress will be monitored weekly by the trainer and reported to the VET Operations Coordinator.
If the student is identified as ‘at risk’ of not being able to successfully complete the units of competency of their course within the allocated timeframe, despite intervention strategies, Lexis Training will notify the student in writing of their intention to report the student for failure to maintain course progress, listing the reasons supporting this decision. (intention to report letter)

- Students will have the right to appeal this decision via Lexis Trainings internal complaints and appeals process within 20 working days of notification.
- Lexis Training may only report the student via PRISMS if:
  - The internal and external complaints processes have been completed and the breach has been upheld
  - The student has chosen not to access the internal complaints and appeals process within the 20 working day period
  - The student has chosen not to access the external complaints and appeals process
  - The student withdraws from the internal or external appeals process by notifying the Lexis Training in writing

- Lexis Training is unable to extend a student’s enrolment to allow them to complete the required course material outside of the allocated timeframe unless:
  - there are compassionate or compelling circumstances, as assessed by the Lexis Training on the basis of demonstrable evidence
  - Lexis Training has implemented, or is in the process of implementing, an intervention strategy for the student because they have been identified as at risk of not meeting course progress requirements
  - an approved deferral or suspension of the overseas student’s enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student’s enrolment)
  - In the case that Lexis Training does extend the students course duration, the student will be notified that they should contact the Department of Home Affairs to seek advice on any potential impact the extension may have on their visa, including the need to obtain a new visa

Alcohol and Stimulants
Lexis Training does not permit the consumption of alcohol or use of non-prescribed / illegal stimulants or drugs on its premises or throughout the duration of a training session. Students are not to attend a training session if under the influence of alcohol or non-prescribed / illegal stimulants or drugs.

Food and Drink
All food, drink and rubbish are to be cleared and the training room left in a clean and tidy state at the completion of each training session.

Inappropriate Conduct
Lexis Training considers the following as inappropriate conduct:

- Posing or presenting an unacceptable medical, physical or moral threat to the wellbeing of others
- Causing wilful damage to Lexis Trainings and / or other Students’ property
- Disruptive behaviour (including the use of mobile phones) during training sessions, mentoring or assessment situations
- Discriminative action / behaviour toward another Student / trainer / staff member or a group in general
- Use or distribution of prohibited drugs
- Swearing, threatening language or tone of voice
Students will be Expected to:

- Actively engage with trainers, Lexis Training staff and fellow students to extract as much value from the learning experience as possible
- Treat other members of the student community with respect and courtesy
- Respect the opinions of others and deal with disagreement with rational debate
- Avoid conduct which disrupts the teaching and learning of other students and staff or which interferes with others performing their duties
- Avoid conduct which might reasonably be perceived as discrimination, harassment, bullying or intimidation
- Read and agree to abide by Lexis Training’s policies and procedures relevant to their enrolment
- Incorporate feedback into their learning and assessment
- Submit work that is genuinely the student’s own work. If it is discovered that plagiarism, collusion or contract cheating has occurred it will be dealt with as outlined in this handbook
- Advise your trainer in due time if you are unable to attend a class
- Observe the Workplace Health and Safety requirements
- Have an active email address and mobile phone to receive contact from Lexis Training and willingness to respond in a timely manner
- Keep your contact information up to date by advising us as soon as possible about any changes
- To possess an appropriate level of computer literacy, e.g. the ability to access and use a word processing application, email and internet
- Own or have access to computer to complete their studies successfully

If it is found that student has breached the Code of Conduct, that student may be given a warning and, depending on the severity of the breach, may be terminated from the course and receive no refund of fees. The Chief Executive Officer or delegate will make the final decision on any actions resulting in termination.

Trainers and Assessors

To provide students with current industry relevant skills and knowledge all Lexis Training trainers and assessors are expected to hold all mandatory qualifications, have current industry experience and actively undertake and contribute to professional development activities both with Lexis Training and through other industry forums and events. You can be assured that Lexis Training trainers and assessors are focussed and committed to working with you to support your learning goals.

Competency Based Assessment

Assessment means the process of collecting and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course (source: Standards for Registered Training Organisations (RTOs) 2015.

Assessment is about confirming competence. Competence means having the skills and knowledge to correctly carry out a task, a skill, or a function to a required standard.

Competency based assessment is the process of collecting and making judgements on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards where they exist or on competency standards developed by relevant industry, enterprise, community or professional groups (or outcomes of accredited courses if there are no relevant nationally endorsed competency standards).
All students enrolled in nationally recognised training will undertake formal assessment with the aim of obtaining a Statement of Attainment or Qualification. All of our assessments have been designed with a focus on workplace outcomes.

The competency based assessment strategies used by Lexis Training involve the evaluation of sufficient evidence to:

- Enable determinations to be made about whether competency has been attained
- Allow for feedback regarding the outcomes of the assessment process and provide opportunity for resubmission on appeal; and
- Ensure equity for all persons, having a regard for relevant cultural and/or linguistic requirements and the needs of those with disabilities

The assessment strategies devised by Lexis Training include informal and formal assessment and the methods used may include:

- Answering written and or oral questions
- Portfolio
- Work samples
- Making presentations
- Project work
- Observation and/or demonstration of skills

Each assessment method provides a different type of evidence. Taken together, the complete assessment provides a holistic view of your ability to perform competently and confidently in the workplace to the level set down in the competency standards.

Lexis Training recommends that all students keep copies of all of their submitted assessment items, regardless of the method of submission.

All your completed assessment items are retained securely for a period of six months from the date the judgement of competence was made. Competency record documents are held securely indefinitely.

In line with competency based training and assessment, all assessment outcomes are expressed as being “competent” or “not yet competent”. You will be given support and ample opportunity to succeed and achieve competency.

Should you not successfully submit or complete an assessment, you will have the opportunity to re-submit (as outlined by your Trainer/Assessor). An assessment task can be submitted a maximum of three (3) times – this total is inclusive of the original submission. You will, however, incur a fee of $50.00 - $80.00 (see administration fee schedule) for the third and any subsequent re-assessment submissions. That is, you are eligible for one free re-assessment after the initial submission.

If you do not successfully complete the assessment on the third submission the assessment will be recorded as “not yet competent”. At this point, the Trainer/Assessor will discuss future options with you. This may include re-enrolling into the relevant unit of competency. Should re-enrolment be required, payment of the applicable fee will be required (as outlined in the Fee Schedule).

Lexis Training strive to ensure that you receive timely feedback on your assessment and as such, have implemented the following standards of service with our Trainers and Assessors:
• Assessment marking is completed within ten (10) working days of receipt of an assessment
• Responding to student questions that are received via the Lexis Learning Hub, email or any other form of electronic contact will be responded to within three (3) working days of receipt of the question

**Online learning**

Studying online learning enables students to engage in education and training in more flexible and innovative ways. All of our qualifications, with the exception of the Certificate II in Hospitality are delivered in a face to face setting with the support of our online learning system – Lexis Learning Hub.

You will login to the Lexis Learning Hub to view your course materials, access learning resources, submit assessments and connect with your trainer and fellow students. **Please note: Attendance to face to face training sessions is still a requirement of your enrolment.**

**Volume of Learning**

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online units of competency and/or workplace learning, as well as individual study, practice and learning. The Volume of Learning for qualifications in the VET sector are:

<table>
<thead>
<tr>
<th>AQF Qualification Level</th>
<th>Typical Volume of Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate I</td>
<td>0.5 - 1 year</td>
</tr>
<tr>
<td>Certificate II</td>
<td>0.5 - 1 year</td>
</tr>
<tr>
<td>Certificate III</td>
<td>1 - 2 years</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>0.5 - 2 years Diploma</td>
</tr>
<tr>
<td>Diploma</td>
<td>1 - 2 years</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>1.5 - 2 years</td>
</tr>
</tbody>
</table>

(source: http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/)


**Plagiarism, Collusion and Contract Cheating**

Plagiarism, collusion and contract cheating constitute breaches of academic integrity and the Student Code of Conduct.

Plagiarism means the practice of taking someone else’s work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property. Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone’s work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor. The following acts constitute plagiarism unless the source is clearly acknowledged or referenced (cited):

• Failing to adequately reference the work of others or sources of information
• Copying part or all of another person’s work
• Submitting work that in part, or in its entirety has been copied from written material including electronic materials sourced on the internet, this also includes Lexis Training Learner Guides
Collusion is the act of collaborating with someone else on an assessment activity, which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a student commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a student seeks help with their assessment activity through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another student or non-student who has offered to help.

Breaches of academic integrity contravene this Code of Conduct is deemed unacceptable behaviour.

**Appeals and Reassessment Policy**

An appeal for reassessment would most commonly be made if you believe the assessment is invalid, that the process is invalid, unfair or inappropriate, or that you have been disadvantaged in some way.

Should you feel you have been unfairly assessed or wish to have an assessment judgement reviewed, you must first discuss the matter with your trainer. If, after this initial discussion, you wish to move forward with a formal appeal, you can make an application for resubmission using the Assessment Appeals Form.

The Assessment Appeals Form must be completed and received by Lexis Training no later than seven (7) working days after completion of the assessment. All appeals for resubmission are dealt with fairly and impartially by the VET Manager.

The VET Manager will review your reason for the request for resubmission and if the appeal is proven, the necessary arrangements will be made for resubmission which will be carried out by the VET Manager, unless they were the original trainer. Otherwise, the resubmission will be conducted by another Lexis Training trainer.

You will be notified of the outcome of your appeal in writing. This correspondence, as well as records of any communication regarding the appeal and the Assessment Appeals Form will be kept in your file and Complaints Register.

Should you be unhappy with the result, a further appeal using the Complaints and Appeals Form is suggested. The appeal for resubmission will then be dealt with under the Complaints and Appeals policy (as outlined below).

If you remain dissatisfaction with the outcome, after escalation through the Complaints and Appeals process, you should register an appeal with the relevant State or Territory training authority (Overseas Student Ombudsman)

An Assessment Appeals Form is included at the end of the VET Student Handbook however you may request a copy from your trainer, or a member of the Lexis Training staff.
Complaints and Appeals Policy

Lexis Training recognises your right to lodge complaints and appeals in relation to your enrolment and study. You should have been made aware of the Complaints and Appeals Policy as outlined here in the Participant Handbook, prior to enrolment. Lexis Training policy on complaints is:

- All complaints should be submitted in writing by completing the Complaint and Appeal Form, this form can be requested by contacting your Lexis Training campus via telephone or email
- Student complaints must be taken seriously, dealt with confidentially in a fair and equitable manner and be referred to the appropriate personnel for processing and action
- Where possible, complaints will be dealt with in a face-to-face situation and during all stages of the procedure; points of discussion and outcomes must be documented and signed by both parties.
- Both parties have the right to have assistance from a support person
- During interviews with the General Manager, a second Lexis Training staff member must be present to record minutes of the interview
- All formal complaints/appeals must be handled in a timely manner, with processing to commence no later than 10 days from receipt of the complaint/appeal. The internal complaints and appeals process should be completed within 20 working days from the commencement date.
- On completion of the internal process, the student must be provided with a written statement of the outcome, noting details and reasons contributing to the outcome.
- Should a participant be dissatisfied with the outcome of the internal process they must be advised of their right to request implementation of the formal external appeals process, where an independent mediator will investigate the complaint or appeal
- Lexis Training staff must provide assistance to participants wishing to access this process.
- The student must continue to attend classes during the entire complaints/appeals process and must not be subject to discrimination or exclusion
- Where the internal or external complaints/appeals process results in a decision supporting the participant, Lexis Training will immediately implement any decisions or actions required as a result of the initial complaint/appeals outcome
- Students may also seek legal redress through the usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, does not remove the right of the participant to take action under Australia’s consumer protection laws

Any complaint documented through the formal process is logged in the Lexis Training Complaints and Appeals Register and if an opportunity for improvement in the services provided or policies and procedures developed by Lexis Training is identified as a result, this is recorded in the Continuous Improvement Register for consideration and implementation.
Issuing Qualifications and Statements of Attainments

Upon successful completion of a nationally recognised accredited course or unit/s of competency, you will be awarded either a Statement of Attainment or Qualification.

**Statement of Attainment**
A Statement of Attainment is awarded to you if you have partially completed a course of learning that leads to an AQF qualification. This Statement of Attainment will detail the unit/s of competency achieved and is nationally recognised.

**Qualification**
When you achieve all units of competency for a program of learning that leads to the award of an AQF qualification you will receive a testamur and a record of results. This qualification is nationally recognised.

Upon successful completion of a non-accredited course, you will be awarded with a statement of attendance.

You are entitled to receive your certification within a reasonable timeframe of completion. Lexis Training has determined this timeframe as being a period of 21 days following successful completion of all required assessment.

**Re Issue of Qualifications or Statements of Attainment**
Lexis Training is required to keep participant records of attainment of units of competency and qualifications for a period of thirty (30) years.

In the case that you have lost or misplaced the certification documentation issued by Lexis Training, a replacement testamur and record of results and/or statement of attainment can be issued upon request.

Request for the re-issue/replacement of certification documentation must be received by Lexis Training in writing. The request should outline the reason for re-issue, along with any supporting evidence (proof of identity). Lexis Training must be able to verify your identity before the replacement certification can be issued. The date of issue will remain as per the original date on any replacement certification.

For costs associated with the re-issue of certification documentation the fee schedule located in this handbook.

**Feedback**
Feedback is crucial to ensure that the best possible quality of training outcomes is maintained and is essential for the process of continuous improvement and in ensuring that Lexis Training meets its requirements in providing and reporting Quality Indicator (QI) data to the National VET Regulator on an annual basis.

Lexis Training welcomes feedback from students at any time and conducts formal feedback at the conclusion of all of its training programs via learner questionnaires.

Information gathered from the formal feedback process is reviewed by the VET Manager at the conclusion of each course and the feedback provided is used for the purposes of improving policies and procedures and in the moderation and validation process for training and assessment strategies.

All formal feedback questionnaires are kept on record in both an electronic and hard copy format.
Support Services

Lexis Training is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support there are a number of professional organisations well equipped to offer services to help, they include:

Lifeline: 13 11 14 or www.lifeline.org.au
Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Please also refer to:
Annexure A – Maroochydore and Noosa Campus
Annexure B – Brisbane Campus
Annexure C – Manly Campus
Annexure D – Byron Bay Campus
Annexure E – Perth Campus

If you have any concerns regarding your stay here in Australia and would like to speak with a Lexis Training staff member please contact your Campus Manager.
USEFUL PHONE NUMBERS / WEBSITES IN AUSTRALIA
(where to go if you need help):

This page includes information about:

- Emergencies
- 24/7 Counselling & Support
- Family / Relationships Counselling (if you are in Australia with your partner or family)
- Domestic / Family Violence & Abuse
- Sexual Abuse / Assault
- Drivers’ Licenses & Car Registration
- Accommodation / Renting
- Tax File Numbers & Workplace Issues
- General Legal Advice
- Local Doctors Who May Speak Your Language

If you would like help with any of the above issues, the information below can help you:

**EMERGENCY**
Police, Fire Brigade, Ambulance: 000

**IF YOU NEED TO CALL ANY OF THESE NUMBERS & SPEAK IN YOUR OWN LANGUAGE,**
**CALL 13 11 14 (Have the number of the organisation you want to contact with you.)**

**24/7 COUNSELLING SERVICE**
LIFELINE: 131 11 14 / www.lifeline.org.au

**FAMILY / OTHER RELATIONSHIPS**
(IF YOU ARE IN AUSTRALIA WITH YOUR FAMILY OR PARTNER)
Relationships Australia (Counselling & Support): 1300 364 277 / www.relationships.org.au
National Sexual Assault, Domestic & Family Violence Counselling Service (24/7): 1800 737 732 / www.1800respect.org.au

If you would like to discuss your homestay, please talk to your Lexis Homestay Coordinator.

**DRIVERS’ LICENSES, REGISTERING CARS:**
Department of Transport & Main Roads, Maroochydore: 13 23 80

**RENTING ACCOMMODATION, SECURING YOUR BOND**
Residential Tenancies Authority: www.rta.qld.gov.au

**INFORMATION ABOUT GETTING A TAX FILE NUMBER**
www.ato.gov.au
DISPUTE WITH AN EMPLOYER
www.fairwork.gov.au

FREE LEGAL ADVICE (GENERAL)
Suncoast Community Legal Service, Maroochydore: suncoastcommunitylegal.org

DOCTORS ON THE SUNSHINE COAST WHO SPEAK OTHER LANGUAGES

French & German – Currimundi Family Doctors: (07) 5314 1321
Spanish – Dr. Eduardo Rodriguez, Pelican Waters: (07) 5439 7402
Portuguese – Dr. Leticia Figueriredo, Caloundra: (07) 5438 1200
Mandarin – Dr. Karen Yew, Buddina: (07) 5444 1522
USEFUL PHONE NUMBERS / WEBSITES IN AUSTRALIA
(where to go if you need help):

This page includes information about:

- Emergencies
- 24/7 Counselling & Support
- Family / Relationships Counselling (if you are in Australia with your partner or family)
- Domestic / Family Violence & Abuse
- Sexual Abuse / Assault
- Drivers’ Licenses & Car Registration
- Accommodation / Renting
- Tax File Numbers & Workplace Issues
- General Legal Advice
- Local Doctors Who May Speak Your Language

If you would like help with any of the above issues, the information below can help you:

**EMERGENCY**
Police, Fire Brigade, Ambulance: 000

**IF YOU NEED TO CALL ANY OF THESE NUMBERS & SPEAK IN YOUR OWN LANGUAGE, CALL 13 11 14**
(Have the number of the organisation you want to contact with you.)

**24/7 COUNSELLING SERVICE**
LIFELINE: 131 11 14 / www.lifeline.org.au

**FAMILY / OTHER RELATIONSHIPS**
(IF YOU ARE IN AUSTRALIA WITH YOUR FAMILY OR PARTNER)
Relationships Australia (Counselling & Support): 1300 364 277 / www.relationships.org.au

National Sexual Assault, Domestic & Family Violence Counselling Service (24/7): 1800 737 732 / www.1800respect.org.au

If you would like to discuss your homestay, please talk to your Lexis Homestay Coordinator.

**DRIVERS’ LICENSES, REGISTERING CARS**
Department of Transport & Main Roads: 33-35 Charlotte St, 13 23 80

**RENTING ACCOMMODATION, SECURING YOUR BOND**
Residential Tenancies Authority: www.rta.qld.gov.au
INFORMATION ABOUT GETTING A TAX FILE NUMBER
www.ato.gov.au

DISPUTE WITH AN EMPLOYER
www.fairwork.gov.au

FREE LEGAL ADVICE (GENERAL)
Legal Aid Queensland: 44 Herschel St, 1300 651 188

DOCTORS IN BRISBANE WHO SPEAK OTHER LANGUAGES:
Japanese – Sakura Family Clinic: (07) 3003 0100
Spanish, Cantonese, Mandarin, Hindi, Farsi, Punjabi and Afrikaans – Turbot Street Medical Centre: (07) 3839 0128
Korean – Myer Centre Doctors: (07) 3210 2111
USEFUL PHONE NUMBERS / WEBSITES IN AUSTRALIA
(where to go if you need help):

This page includes information about:

- Emergencies
- 24/7 Counselling & Support
- Family / Relationships Counselling (if you are in Australia with your partner or family)
- Domestic / Family Violence & Abuse
- Sexual Abuse / Assault
- Drivers’ Licenses & Car Registration
- Accommodation / Renting
- Tax File Numbers & Workplace Issues
- General Legal Advice
- Local Doctors Who May Speak Your Language

If you would like help with any of the above issues, the information below can help you:

EMERGENCY
Police, Fire Brigade, Ambulance: 000
Manly Police Station: 3 Belgrave Street: 02 9976 8099

IF YOU NEED TO CALL ANY OF THESE NUMBERS & SPEAK IN YOUR OWN LANGUAGE, CALL 13 11 14
(Have the number of the organisation you want to contact with you.)

24/7 COUNSELLING SERVICE
LIFELINE: 13 11 14 / www.lifeline.org.au
Text operates are available between the hours of 6pm - 10pm AEST and can be reached on 0477 13 11 14.

FAMILY / OTHER RELATIONSHIPS
(IF YOU ARE IN AUSTRALIA WITH YOUR FAMILY OR PARTNER)
Relationships Australia (Counselling & Support): www.relationships.org.au - 1300 364 277
National Sexual Assault, Domestic & Family Violence Counselling Service: www.1800respect.org.au
(24/7): 1800 737 732

If you would like to discuss your homestay, please talk to your Lexis Homestay Coordinator.
Mariana Jardim
Phone number: 02 9976 2224
Email address: mjardim@lexisenglish.com

DRIVERS’ LICENSES, REGISTERING CARS:
Roads General Enquiries: 13 22 13
24-hour traffic enquiry line: 13 27 01

**RENTING ACCOMMODATION, SECURING YOUR BOND**
Rental Bonds Online: https://www.fairtrading.nsw.gov.au/
Phone number: 13 32 20 from 8:30am to 5:00pm from Monday to Friday.

**INFORMATION ABOUT GETTING A TAX FILE NUMBER**
For Information: www.ato.gov.au and Phone number: phone 13 28 61
Applying and requirement: https://iar.ato.gov.au/

**DISPUTE WITH AN EMPLOYER**

**FREE LEGAL ADVICE (GENERAL)**
National Association of Community Legal Centres: 02 9264 9595

**DOCTORS IN SYDNEY WHO SPEAK OTHER LANGUAGES**
French – Gerard Barold - (02) 9389 9699 - Bondi Junction
Spanish – Dr Andrea Jesudason: (07) 9938 4433 - Brookvale
Portuguese – Dr. Renata Medeiros Burnett: (02) 8978 3900 – Dee Why
Mandarin – Dr. Anthony Chu: (02) 9159 6903 - Chatswood
USEFUL PHONE NUMBERS / WEBSITES IN AUSTRALIA
(where to go if you need help):

This page includes information about:

- Emergencies
- 24/7 Counselling & Support
- Family / Relationships Counselling (if you are in Australia with your partner or family)
- Domestic / Family Violence & Abuse
- Sexual Abuse / Assault
- Drivers’ Licenses & Car Registration
- Accommodation / Renting
- Tax File Numbers & Workplace Issues
- General Legal Advice
- Local Doctors Who May Speak Your Language

If you would like help with any of the above issues, the information below can help you:

**EMERGENCY**
Police, Fire Brigade, Ambulance: 000

*IF YOU NEED TO CALL ANY OF THESE NUMBERS & SPEAK IN YOUR OWN LANGUAGE, CALL 13 11 14 (Have the number of the organisation you want to contact with you.)*

**24/7 COUNSELLING SERVICE**
LIFELINE: 131 11 14 / www.lifeline.org.au

**FAMILY / OTHER RELATIONSHIPS**
(IF YOU ARE IN AUSTRALIA WITH YOUR FAMILY OR PARTNER)
Relationships Australia (Counselling & Support): 1300 364 277 / www.relationships.org.au
National Sexual Assault, Domestic & Family Violence Counselling Service (24/7): 1800 737 732 / www.1800respect.org.au

If you would like to discuss your homestay, please talk to your Lexis Homestay Coordinator.

**DRIVERS’ LICENSES, REGISTERING CARS**
Service NSW, Ballina Homemaker Centre, 26 Boeing Ave, Ballina NSW 2478
13 77 88

**RENTING ACCOMMODATION, SECURING YOUR BOND**
Tenants Advice & Advocacy Service (02) 6621 1022 or 1800 649 135
https://northernriversclc.org.au/

**INFORMATION ABOUT GETTING A TAX FILE NUMBER**
www.ato.gov.au
DISPUTE WITH AN EMPLOYER
www.fairwork.gov.au

FREE LEGAL ADVICE (GENERAL)
Northern Rivers Community Legal Centre
www.northernriversclc.org.au/legal-services

DOCTORS IN BYRON BAY
Cape Byron Medical Centre
Level 1/6 Marvell St, Byron Bay NSW 2481
(02) 6685 6326

Holdsworth House Medical Practice Byron Bay
37 Fletcher St, Byron Bay NSW 2481
Phone: (02) 6680 7211

BAY CENTRE MEDICAL CLINIC
6 Lawson St, Byron Bay NSW 2481
Phone: (02) 6685 6206

DOCTORS IN SURROUNDING SUBURBS THAT SPEAK OTHER LANGUAGES
Southport Metro Medical Centre: (07) 5612 7830
Chinese, Hindi, Punjabi, Arabic & French

Broadbeach Medical Centre: (07) 5531 6344
Hindi, French, German & Malay

Reedy Creek Village Medical Centre: (07) 5522 0555
Portuguese

Tedder Avenue Medical Practice: (07) 5532 8272
Spanish

Oasis Medical Centre GC: (07) 5641 1527
Persian, Russian, Arabic & Spanish

Ashmore City Medical Centre: (07) 5539 4185
Russian, Ukrainian, Filipino, Hungarian & Spanish
USEFUL PHONE NUMBERS / WEBSITES IN AUSTRALIA
(where to go if you need help):

This page includes information about:

- Emergencies
- 24/7 Counselling & Support
- Family / Relationships Counselling (if you are in Australia with your partner or family)
- Domestic / Family Violence & Abuse
- Sexual Abuse / Assault
- Drivers’ Licenses & Car Registration
- Accommodation / Renting
- Tax File Numbers & Workplace Issues
- General Legal Advice
- Local Doctors Who May Speak Your Language

If you would like help with any of the above issues, the information below can help you:

**EMERGENCY**

Police, Fire Brigade, Ambulance: 000

**IF YOU NEED TO CALL ANY OF THESE NUMBERS & SPEAK IN YOUR OWN LANGUAGE, CALL 13 11 14**
(Have the number of the organisation you want to contact with you.)

**24/7 COUNSELLING SERVICE**

LIFELINE: 131 11 14 / www.lifeline.org.au

**FAMILY / OTHER RELATIONSHIPS**

(IF YOU ARE IN AUSTRALIA WITH YOUR FAMILY OR PARTNER)

Relationships Australia (Counselling & Support): 1300 364 277 / www.relationships.org.au
National Sexual Assault, Domestic & Family Violence Counselling Service (24/7): 1800 737 732 / www.1800respect.org.au

If you would like to discuss your homestay, please talk to your Lexis Homestay Coordinator.

**DRIVERS’ LICENSES, REGISTERING CARS**

Department of Transport & Main Roads WA: 13 11 56

**RENTING ACCOMMODATION, SECURING YOUR BOND**

INFORMATION ABOUT GETTING A TAX FILE NUMBER
www.ato.gov.au

DISPUTE WITH AN EMPLOYER
www.fairwork.gov.au

FREE LEGAL ADVICE (GENERAL)
Community Legal Centres (WA) Inc: (08) 9221 9322
Legal Aid WA: 1300 650 579

DOCTORS IN PERTH WHO SPEAK OTHER LANGUAGES
Korean – Dr. Sa Ra Kim: Southern Clinic (08) 9367 7944
Spanish – Dr. Jorge Manchego: Drovers Medical Centre (08) 9306 2255
Portuguese – Dr. Melanie Gill: Floreat Medical Centre (08) 9387 6000
Mandarin – Dr. Alex Koh: Northbridge Medical Centre (08) 9228 8449
German – Dr. Stephan Hellmuth: Glengarry Medical Group (08) 9447 9711
Hindi – Dr. Kamlesh Bhatt: Scarborough Beach Medical Centre (08) 9341 8300
ANNEXURE F | Appeals Form

ASSESSMENT APPEAL FORM

In accordance with Lexis Training Appeals and Reassessment Policy, should you wish to make a request for reassessment please complete this form and submit it via one of the following options:

1. In person at your Campus
2. Email: LTTC@lexisenglish.com

Full name: ____________________________________________

Address: ____________________________________________

Post code: ___________ Email: ____________________________

Phone: ___________ Mobile: ____________________________

Campus Location assessment took place: __________________

Name of course: ____________________________

Name of Trainer/Assessor: ____________________________

Assessment item you are requesting for reassessment:

__________________________________________________________________________________________

Reason why you are requesting reassessment:

__________________________________________________________________________________________

__________________________________________________________________________________________
**OFFICE USE ONLY**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received by</td>
<td></td>
</tr>
<tr>
<td>Date received</td>
<td></td>
</tr>
<tr>
<td>Trainer and Assessor who completed the reassessment</td>
<td></td>
</tr>
<tr>
<td>Date of reassessment</td>
<td></td>
</tr>
<tr>
<td>Signature of Trainer and Assessor</td>
<td></td>
</tr>
<tr>
<td>New Grade</td>
<td></td>
</tr>
<tr>
<td>Date student advised of outcome</td>
<td></td>
</tr>
</tbody>
</table>